

UTAH CENTER FOR ASSISTIVE TECHNOLOGY (UCAT)

# Annual Report • FY 2017



*Fulfilling a promise to proudly serve all Utahns living with disabilities and delivering specialized services to individuals in need — UCAT is the powerhouse of*



**WORKFORCE  
SERVICES**  
REHABILITATION

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# Contents

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THE POWERHOUSE OF YES: LETTER TO THE UCAT ADVISORY COMMITTEE.....	3
TECHNOLOGY AND OUTREACH .....	8
BY THE NUMBERS .....	10
CONTACT INFORMATION .....	11
ORGANIZATION INFORMATION.....	11



UCAT attracted the attention of multiple local news agencies through our GoBabyGo program, outreach to the Utah Council for Citizen Diplomacy and through the annual UCAT Open House.



## The Powerhouse of YES

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**Through our willingness to say  
“yes” to anything that comes  
our way, we had a successful  
year serving individuals with  
disabilities.**

If you are reading this report, you are probably aware of the incredible work performed by the Utah Center for Assistive Technology (UCAT). Each day that I come to work I realize not only how fortunate I am to work in such a great program, but also how fortunate the Department of Workforce Services, Utah State Office of Rehabilitation and the citizens of this state are to have such an incredible resource available to them.

With that said, 2017 came with a significant amount of challenges. UCAT was faced with declining referrals and uncertainty of moving to the Department of Workforce Services. For various reasons, referrals through the first half of the fiscal year were down. To find out why required analysis, and once we identified reasons for the shortfall we made adjustments to ensure UCAT services were easy to find and refer to. As of this writing,



I am happy to report that UCAT experienced a significant improvement in referrals from March through June of this year, allowing UCAT to approach referral totals for the previous fiscal year. Overall, UCAT served 456 referrals in FY 2017.

During this time, UCAT was also faced with working through a transition from its Microsoft Access-based database system to utilization of the USOR AWARE system to track clients and loan bank inventory. Again, this change resulted in a degree of service disruption, which took a period of time for UCAT to recover from in terms of referrals.

UCAT and the Utah Assistive Technology Teams (UATT) accomplished a lot in 2016-17 (FY 2017). One thing of note is that UCAT attracted the attention of multiple local news agencies through our GoBabyGo program, outreach to the Utah Council for Citizen Diplomacy and the annual UCAT Open House. Much of the credit for the improvement in UCAT's exposure can be attributed to the Department of Workforce Services Communications Division, which became a vital partner as far as getting UCAT's message out to the public. UCAT continued to provide trainings on assistive technology through visits in the community, as well as to groups visiting UCAT. A complete list of UCAT outreach activities is included in this report. UCAT also had its Annual Open House on October 15, 2016. Many felt this was the best Open House event in UCAT history based on attendance and content. A new event feature was the recognition of the "UCAT Devices of the Year" as well as a guest speaker, Ms. Wheelchair USA who was a local Utah resident.

## Operating Highlights

In addition to being a loan library and assistive technology resource, UCAT continues to operate by providing services and assistance to individuals who need it. Working with the UATF and Ability Found, we help clients obtain thousands of dollars in grants to help pay for recommended equipment. We continue to accept donations of gently used wheelchairs, lifts, ramps, and other devices. With these donations, we identify where in the community these can go that will have the most impact on a person's ability to live independently.



UCAT also sent staff to conferences to be better trained on offering services to the citizens of Utah. Here are the highlights:

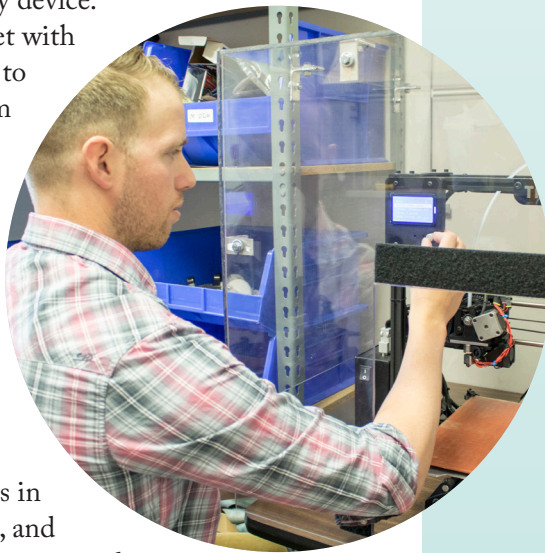
## **The National Mobility Equipment Dealers Association (NMEDA) 2017 Conference**

Kevin Christensen, UCAT's Occupational Therapist Supervisor, attended NMEDA. It is a one-of-a-kind event that brings together mobility experts from around the world. Kevin Christensen writes of his experience:

"My 2017 attendance allowed me to receive expert training on the latest technology and techniques for both adaptive driving and transportation. Along with formal training this conference allows a unique collaboration among some of the best in the field. I have directly benefited from this collaboration by bringing unique client needs to the conference.

"This year I was able to work with several different NMEDA members to solve a unique situation for a client who needed to be able to drive from an unconventional mobility device. Attending this conference allowed me to meet with several different members and work together to develop a safe and functional driving platform for this client. I was also able to bring this information back to other vendors and professionals in Utah who would have otherwise been unaware of this option.

"NMEDA's exhibit hall always provides me with crucial hands-on experience not found anywhere else. During this latest trip, I gained further insight on the appropriate use of Featherlite hand controls, critical changes in full-sized van conversions, changes in electric hand controls and secondary controls, and many other new devices and equipment. Having gained this experience allows me to better inform my clients on the safest and most functional adaptations available."



## The International Seating Symposium in Las Vegas

Ken Reid, UCAT's funding specialist, writes about the International Seating Symposium:

"The International Seating Symposium in Las Vegas was a very good learning experience. There were new vendors that I had not worked with, and I was able to learn more about their products for our clients. One observation I made was that the seating and positioning world seems to be going to a more modular component area, meaning they are getting away from molded systems to more direct contact to the point of deformation of the client. The backs and seating systems are more adjustable to address the client's abnormality in their posture.

"Though I'm a little hesitant in using some of the more complex seating systems they proposed, there were plenty of good ideas and tips to getting the proper seating for our clients. The more complex systems were able to be accidentally altered by knocking into the side of the back and re-locating some of the components which could be very bad in some of the seating of our clients. All in all though, it was a very informative show with new and even lighter wheelchairs being introduced and more intuitive power wheelchairs on the horizon. Thank you for the opportunity to expand my knowledge of seating positioning and wheelchair selection for our clients!"



## 2017–2018 Outlook for UCAT

We expect fiscal year 2018 to be even more exciting than 2017. First, UCAT staff is optimistic that the AWARE database will provide stability and ease in tracking cases and UCAT inventory. Second, making the transition to the Department of Workforce Services gave a huge boost to our annual Open House, because Workforce Services' Communications Division created promotional materials giving us more publicity. Perhaps Governor Herbert said it best when welcoming USOR to the executive branch on October 3, 2016 — it would be business as usual — at the Division of Services for the Blind and Visually Impaired.

## FALL OPEN HOUSE



October 26, 2017

### **So looking ahead to 2018, we are adding the following to the docket of “business as usual:”**

- 1) Continued upswing in UCAT referrals. This will require diligent outreach to continue to serve existing referral sources, as well as identifying new potential referral sources to reach underserved populations.
- 2) Continued emphasis on UCAT Service Quality Assurance. This will include providing customer service surveys for our clients through survey monkey, or a combination of online or postcard, depending on the client’s needs.
- 3) Continued transition to a new and better database for all of our loan equipment. This new database will be piggy-backed on the AWARE system, which is in use by USOR.
- 4) Establishment of an active UCAT budget to allow for equipment upgrades and shop remodel.
- 5) Further development and enhancement of CReATE partnership.
- 6) Identification and promotion of press-worthy UCAT projects and clients for showcase through the Department of Workforce Services Communications Division to further promote UCAT services.
- 7) Hosting the fall 2017 Annual Open House. The date this year is October 26, 2017.

Thank you for being a champion of UCAT and a champion of YES!

*Michael Wollenzien*

**Michael Wollenzien**

Specialized Services Director

# Technology & Outreach

## A Landmark Year for Champions of Assistive Technology

In FY 2017, the Utah Center for Assistive Technology created a culture of YES, both inside and outside our organization. Here are the steps we took:

### Outreach to 950 individuals

In FY 2017, the Utah Center for Assistive Technology participated in many outreach and training opportunities to showcase what we do and to answer questions on how we serve the citizens of Utah who have disabilities.

Date of Outreach	Agency or Organization Affected	Number of Attendees
September 13, 2016	Business Relations Employer Workshop	40
September 15, 2016	Board of Education Information Fair	50
September 21, 2016	Salt Lake Community College AT Fair	80
October 13, 2016	UCAT Open House	190
October 26, 2016	University of Utah Disability Studies Class	20
November 4, 2016	UCAT supported Brain Injury Conference	395
November 7, 2016	UCAT Outreach to Westminster College Special Education Students	23
November 8-9, 2016	UCAT training for Independent Living Center AT coordinators	12
February 7, 2017	Downtown District AT training	4
March 6-8, 2017	UATT Conference	400
March-May 2017	Various DRS district staff meetings to provide basic AT training and discuss Referral process	100+
April 10, 2017	Tour with USOR Rehabilitation Services and Workforce Services	12
April 19, 2017	Agency Fair in Spanish Fork High School	70
April 25, 2017	Presentation at annual Utah Independent Living Conference	80



Date of Outreach	Agency or Organization Affected	Number of Attendees
April 26, 2017	Highland High School Agency Fair	85
May 4, 2017	Tour and presentation at Valley West District	26
May 15-17, 2017	UCAT visit, tour, and informational on USOR and UCAT for the Utah Center for Citizen Diplomacy from Belarus	20
May 19, 2017	Carbon County Senior Summit for Aging individuals	200
June 6, 2017	UCAT tour and training for the University of Utah special education teachers program	20



# By the Numbers

From July 1, 2016 to June 30, 2017, UCAT received the following:

Total Number of New Referrals	456
New Clients	unknown
Total Number of Client Service Events	unknown

Age, Ethnicity and Referral Sources:

Age	0-3	4-15	16-21	22-65	66+
Referrals	14	58	62	292	30

Caucasian	342
Native American	15
African American	20
Hispanic	49
Pacific Islander	11
Asian	5
Other/Not reported	14

Division of Rehabilitation/USOR	260
DSPD	27
Special Education	16
Aging	1
Independent Living Centers	46
Hospitals/Clinics	32
Parent Center	1
University/College	2
VA	6
Walk-in	7
Telephone/Social Media	24
CRaTE	15
Other	19



## Client Service Events Breakdown for FY 2017:

AT Devices Services	176
Wheelchairs	77
AT Funding	65
AAC	64
Computers	251
Mobility	117
Site Assessment	99
Driving Controls	46



## Contact Information



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**WORKFORCE  
SERVICES**  
REHABILITATION

*Equal Opportunity Employer/Program*

Auxiliary aids and services are available upon request to individuals with disabilities by calling 801-526-9240. Individuals with speech or hearing impairments may call the Relay Utah by dialing 711. Spanish Relay Utah: 1-888-346-3162.

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